INFORMATION SYSTEMS COORDINATOR

Position Title: Information Systems Coordinator
Department: Administrator
Department Head: Administrator
Immediate Supervisor: Administrator
Pay Range: 8   **FLSA Status:** Exempt

APPROVED:	April 5, 2000
REVISED:	December 3, 2002
REVISED:	December 20, 2004
REVISED:	*November 7, 2008*
REVISED	*March 20, 2014*

Purpose
Performs supervisory technical and administrative work to coordinate and secure information systems for all City departments at multiple sites and provide leadership to information and communication activities including network and technology support and local access television.

Organizational Relationships
Communicates with: *Internally* - all computer users, Willmar Municipal Utilities and Rice Hospital IS/IT   staff; *Externally* - County IT staff, County Emergency Manager, Ridgewater College and Willmar Public Schools, Willmar Area Chamber of Commerce, Minnesota Bureau of Criminal Apprehension, Minnesota Office of Enterprise Technology, various computer hardware and software vendors, and telephone communication vendors.
Supervises: Information Systems Technician, Cable Access Coordinator, Cable Access Technician, Multiple part-time employees

Essential Functions
Maintain integrity of City's information systems and ensure appropriate level of readiness for all concerned departments.
Establish and maintain security of electronic information; develop and revise personal use policies for email, internet and other desktop applications; develop standard naming, date and storage conventions; and maintain user names and passwords.
Set up, maintain and troubleshoot the PC network and file server for all departments; develop and maintain data protection and backup procedures for all networks; maintain the data structures, user groups, user logon and client access; coordinate connectivity maintenance and repair for hub, router and cabling; and manage network licensing.
Set up and maintain AS400 security and logon functions; implement TCP/IP usage; set up user names, permissions and passwords; and install and troubleshoot client access
Maintain and support City-wide telephone network.
Coordinate PC equipment installation and maintenance operations.
Support and troubleshoot PC systems and peripheral hardware; coordinate equipment repairs and return following manufacturer's recommendations; perform preventative maintenance; monitor budgetary constraints and established warranties; and serve as a resource for department- specific applications.

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Essential Functions cont.

Coordinate the City's internet functions; install and support anti-virus software; coordinate City web site and social media with current data and municipal code; and select and installs/set up various software.

Coordinate a variety of databases.

Coordinate communication methods throughout all City Departments and buildings.

Develop cost effective communication solutions for all departments.

Coordinate purchases of technology supplies including hardware, peripherals and software, cell phones; assist departments in determining needs; evaluate, select and purchase vendor products; prepare and monitor data processing budget; and complete necessary warranty, requisition and fixed asset documentation for purchases.

Maintain and catalog all PC system libraries.

Train and support end users on computers, operations and procedures.

Oversee local access television operation to ensure budgetary compliance, production quality and fixed asset control. Monitor franchise agreement with local cable providers.

Coordinate and secure networks as required by the Federal Bureau of Investigation and the State of Minnesota Bureau of Criminal Apprehension.

Provide data in response to legal mandates or Minnesota Data Practices Laws.

Ensure compliance from cable providers for items outlined in the City's Franchise Agreement.

Other Duties and Responsibilities

Perform other related duties as assigned or apparent.

Required Knowledge, Skills, and Abilities

Knowledge of computer operating systems, network operating systems and internet applications including Microsoft Windows and Active Directory, Microsoft Office, Exchange, AS400, ShoreTel Director, VMWare.

Knowledge of tablet and smartphone operating systems and hardware, such as IOS and Android.

Knowledge of City's overall operations and structure and each department's particular mission, structure and work flow.

Knowledge of hardware and peripherals.

Knowledge of Voice over IP technology.

Knowledge of virtual server and desktop concepts.

Knowledge of PC troubleshooting concepts.

Knowledge of budgeting and purchasing procedures and practices. Ability to calculate cost of purchases for budgeting.

Knowledge of web and database design.

Knowledge of information security practices and ability to handle confidential information with appropriate discretion.

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Required Knowledge, Skills, and Abilities cont.

Knowledge of local access television operations and Federal, State and Local laws regarding local access television.

Knowledge of State of Minnesota Statutes and Minnesota Historical Society regulations regarding Data Practices and record retention policies.

Skill in performing hardware component replacement.

Skill in operating a variety of hardware.

Skill and ability to serve as a public speaker and trainer\teacher.

Skill and ability to troubleshoot and research complex PC errors.

Ability to understand and apply state data storage laws, State and Federal security and data privacy laws, State purchasing/bidding laws and LMC's Action Guidebook.

Ability to organize specialized training for multiple users in a number of different departments and serve as trainer.

Ability to administer/manage multiple projects, prioritize a number of ongoing activities and tasks.

Ability to type/word process.

Ability to perform a variety of tasks requiring fine motor skills (coordination of hands and eyes, finger dexterity) as well as large motor skills and strength adequate to lift and move boxes of equipment. Ability to lift objects weighing up to 50 pounds.

Ability to communicate and work effectively with a variety of types/levels of positions and the general public.

Ability to provide leadership to the information and communication functions of the City.

Ability to keep current on technological issues through relevant training, reading and research.

Ability to understand and write clear and understandable instructions/directions.

Machines, Tools and Equipment Used: Computers, keyboard, mouse, printers, plotters, fax machines, UPS's, copy machines, hand tools such as screwdrivers, pliers, utility knife, utility cart, phone and smartphone.

Minimum Qualifications

Bachelor's degree in a technology-related field **with** substantial knowledge of operating systems, network systems, and Internet applications **and** at least four years of progressive experience with PCs and servers. Must pass employer-required background check.

Working Conditions

Work is usually performed in a typical office environment although travel between multiple work places, including the wastewater treatment facility, is required. Spends extended periods of time sitting and moving about and performing a variety of physical movements such as crouching/kneeling, pushing/pulling, and lifting. Some work tasks are accomplished in cramped or confined spaces and at low heights within buildings. Some potential for exposure to electric shocks while working on computer hardware.